

Group MMS Conversation: Sarah Pickett, Megan Bearry, and Shawnon Steinhort

Thursday, March 13, 2014 7:19 am

1. Megan Bearry (MB): So the entry way still smells really bad. I think we should call the gas company and let them know. What do you ladies think? I'm worried there is a leak or something.
2. Sarah Pickett (SP): I agree. I'll call people's in a minute.
3. MB: Ok, thank you!
4. MB: If you aren't going to be home and they need access to something let me know if they need access to something let me know and I can have our nanny let them in.
5. SP: She won't be able to get into my unit ☹
6. MB: Oh, I didn't know that is where they are located.
7. MB: Should we let Jim know then?
8. SP: Yeah, they're in my vestibule.
9. SP: Just talked with Jim to let him know about the situation.
10. MB: Cool. I let Miranda know to watch out for the guy. Could you let me know what he says when you find out?
11. SP: Of course

Wednesday, April 2, 2014 5:01 pm

12. Shawnon Steinhort (SS): We did and they were, but I called them and she said that the system hadn't been updated and as long as we don't receive any notices post marked after 2/26 we should be okay.
13. SP: ?
14. SS: Sorry, I meant 3/26
15. MB: Mine is marked 3/29. I just tried to call them but they are having heavy call volume and just tell you to call back. I just checked my account online though and it says our safety inspection was complete.
16. MB: Ok, just spoke to peoples gas and it's your apt, Shawnon, that hasn't had the inspection done. They said you need to schedule right away or they will shut the gas off in 5 days.
17. SS: I'll call them during business hours tomorrow, because they already did the inspection. There was a system crash the day they came over so something must have gotten mixed up because of it. So annoying, sorry you had to deal with that and thanks for getting clarification.
18. MB: Oh no problem, I multi-tasked while I was on hold ☺

Thursday, April 3, 2014 4:43 pm

19. SS: Been trying them all day and still can't get through. Will continue until closing at 7:00pm. Submitted question online but don't expect much from that avenue. Tomorrow I will be at the courthouse downtown getting married but will keep trying them anyway. Will let you know when I get resolution
20. SP: what a bunch of jerks

Friday, April 4, 2014 1:57 pm

- 21. SS: I got through to peoples gas and it's taken care of. We still have to have them in for a safety inspection, so Sarah, I will let you know when that'll be. There aren't any open appointments right now so I have to call back next week to schedule.
- 22. SP: Sounds good.

Monday, April 14, 2014 5:50 pm

- 23. SP: Hi Megan and Shawnon. Just trying to keep Megan in the loop. We got another notice for the gas. Shawnon has been trying to make an appt. but none have been available. She will try again and hopefully get an appointment made by tomorrow. I am going to talk to my aunt who works with utilities for the attorney general about lodging a complaint about the incredibly poor way this being handled by People's Gas.
 - 24. MB: Ok, We just really can't get the gas shut off especially if it's still going to be cold.
- 7:19 pm
- 25. SS: After 40 minutes of phone torture, I have an inspection appointment for 11:30-1:30 this Friday. Thank the good lord above for something.
 - 26. MB: Wow, their customer service is terrible!

Friday, April 18, 2014 12:43 pm

- 27. SS: Inspection done! No more notices!
- 28. MB: Yay!

MMS Conversation: Sarah Pickett and Megan Bearry

Wednesday, March 12, 2014 1:47 pm

- 29. MB: Hi Sarah-Josh noticed that as he was out in the entry way that it smelled like gas coming from your place. Are you home?
 - 30. MB: Sorry, meant gas not has!
- 3:05 pm
- 31. SP: Yeah, gas company came yesterday to adjust 3rd floor meter. Shawnon said it might smell like gas for the day, but that it was ok. I'd say if it still smells tomorrow we might want to call People's.
 - 32. MB: Ok, just wanted to check!
 - 33. SP: I'm glad you did!
- 7:24 pm
- 34. SP: It does still smell. I'll give it another day to try to air out, but if it still smells when I get home tomorrow I'll call people's gas.
- 8:28 pm

35. MB: Ok. I cracked a window and that seemed to help. It's just not good to breath in too much I would think
36. SP: It's true.

Thursday, March 13, 2014 8:24 am

37. MB: Did you talk to your Mom? My nanny is there if we need her.
38. SP: Gas dud is in! Mom saved the day! Tell your nanny to high five her!
39. SP: Or not. She doesn't have to...
40. MB: HaHa! Let me know what he says.
41. SP: For sure, I may not know for a while cuz my mom said her phone was dying. So she might just call me when she gets back to her house.
42. MB: Totally fine! Tell your Mom thanks for me ☺
43. SP: I'll kiss right on the face for u!
44. SP: Problem solved. Something wrong with my stove. Long story, but it's fixed now.
45. MB: Oh good! So the smell should go away now?
46. SP: Give it the day, but yes.

MMS Conversation: Shawnon Steinhort and Sarah Pickett

Saturday, March 8, 2014 12:16 p.m.

47. SS: Hello darling. I just found out from Jim that our gas meter is in your apt. in the front closet. On Tues we have an appt with the gas company to replace the meter (some new state safety standards or something). Is it okay if let them in to replace the meter?
48. SP: Sure. Just remind me cuz I got some crap in front of that door.

Sunday, March 9, 2014 3:57 pm

49. SS: You are a doll ;-)

Tuesday, March 11, 2014 5:33 pm

50. SS: Meter change is done, might smell like gas for a little while but is safe. Thank you! ☺

Wednesday, March 12, 2014 5:26 p.m.

51. SS: Ho there. Just got a text from megan about gas smell in the entryway. I suspect its just stuff that got trapped between the doors, but she's opening both front doors to air it out and see if it helps. Can

you let me know if it smells any worse in your apt when you get home from work? If it does, I'll call the emergency gas hotline and ask them to come out and look at it tonight.

52. SP: I will. I talked with her about it earlier. I said if it continues into tomorrow we should call. I'll hit you up when I get home and let u know one way r another.
53. SS: Thanks kitten.
54. SP: I am a full grown feline thank you very much!
55. SS: Mew.
56. SP: Hey lady. I finally made it home. ☹️ Aside from my earlier request I wanted to mention that the gas smell is still pretty present. Because its been so cold I haven't been able to open any windows to air out. But I would hope the fan would've worked it out by now. Should we call people's?
57. SS: Sure, if you think we should I'll call them.
58. SP: Well did the gas dude say how long it would smell?
59. SS: Nope, he didn't
60. SP: Hmm. Well, I'll wait until tomorrow. If it still smells when I walk in tomorrow I'll call.
61. SS: If it gets stronger, def call. I'll let you be the judge on if its bad enough...
62. SS: Don't want you to get sick from it. ☹️
63. SP: For sure
64. SP: Ugh yeah, I'm just now finally getting over an awful cold.
65. SS: Oh no! Poor sniffly girl! ☹️

Thursday, March 13, 2014 7:53 am

66. SS: Do you need my spare key for your apt?
67. SP: Are you or Dane at the house? The gas dud is there right now!
68. SS: Was in the shower. Does he still need in?
69. SP: Probably! Can you check?
70. SP: I don't know if my mom made it there yet and I don't know how long he'll wait!!
71. SS: Yes, did he call u? Can u call him back n tell him I'll be right down? Need clothes first.
72. SP: Mom made it in time! Whew! Her phone battery is dying, but at least he's in my apt.....
73. SS: Oh good.
74. SP: Sorry, I had no idea they would send someone so quickly. I thought I could set up a time or something.....
75. SS: No worries, glad everything is OK.
76. SP: Thanks for your help lady.
77. SS: Sure thing! So we found out the reason your pilot lights went out. The gas for your stove is connected to our meter, and since I didn't know that, I didn't tell the gas guy to relight the pilot like he did ours. Everything is fine now, tho. Also, I invited your mom to my shower☺️
78. SP: Aren't you sweet! And, actually, the last guy told me it was connected to Megan's meter! Crazy town.....
79. SS: Really? Well, we turned off everything in both our apts except your stove and our meter was the only one moving, so it definitely is on our line. Crazy g as people.

80. SP: That's what happened when they did Megan's! Maybe it's somehow connected to both?
81. SS: Seriously? That's bizarre
82. SP: Yup. Exact same thing. It rang a bell in my head as soon as I read your text.

Friday, April 4, 2014 11:17 am

83. SS: We're married! ☺
84. SP: Yaaaaay!! Congrats Lady!!!

Monday, April 14, 2014 5:37 pm

85. SP: We got another notice of disconnection for the gas. Was I supposed to set up the date for the guy to come by? I thought you were doing that....
86. SS: I did, they didn't have any available appointments when I called so she told me to call back this week to try again. She put a note in our file and assured me that they wouldn't turn anything off. I'm going to call tomorrow during lunch break, or maybe tonight if I get home in time. I'm on the train and they close at 7.
87. SP: I feel like we should file a complaint. My aunt works for the attorney general in the utility section. I'm gonna see her tomorrow. This is ridiculous.
88. SS: That would be great. Tell her I spent 3 days calling multiple times a day to get a message that they had high call volume and to try again later. Then, I finally get through on my wedding day and they tell me they don't have any available appointments and to call back in a week. In the meantime they continue to threaten to turn off our gas.
89. SS: The lady on the phone explained that replacing the meter and doing a formal inspection are two different things that require two different appointments, which is annoying, but whatever. My beef is that they are obviously understaffed in customer service and inspectors, yet continue to threaten their customers.
90. SP: You got it lady. Still call tonight and/or tomorrow for an appointment, but I will tell her and see what she says. That's not even bringing up the fact that the guy who DID come was negligent in leaving my pilot unlit, and then blaming me for the smell. Not to mention that if he had reported that he did his meter thing we wouldn't be in this predicament in the first place.
91. SP: The weird thing is we had this done twice before with no problems. This last appointment was a disaster!
92. SS: And they completely missed my initial appointment time due to computer failure, and when they did finally show up, all they could see of the work order was to turn all the gas off instead of replacing the meter.
93. SS: No kidding. I've been so frustrated with them over this debacle.
94. SP: This is ridiculous. Just sent a text on the one that has Megan so that she doesn't panic when she sees the notice.
95. SS: Thanks for keeping her looped in. Geminis rock☺
96. SP: It's what we do. How's the pregnancy going? You coming on Friday for my first Seder EVER?

Friday, April 18, 2014 12:21 pm

97. SS: Peoples gas will be her in 10.

98. SP: Awesome

99. SP: Realized after putting my laundry in that I'll need to do 2 loads ☹. I'll let you know when I take the 2nd one out of the wash.

100. SS: No prob, dear.

3:17 pm

101. SP: My 2nd load is on final spin, but I need to go run around a bit for stuff for tonight. It should be done in like less than 20. Feel.....

(end of conversation)